

UNITED STATES PATENT AND TRADEMARK OFFICE

S/N:	09/944,836	Examiner:	Tran, Mylinh
Filed:	August 31, 2001	Art Unit:	2179
Inventor:	Burgin, et al.	Docket:	1160215-0531072
Title:	SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT		

AMENDMENT AND RESPONSE

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action mailed on 01/17/2008, please amend the above-referenced application as follows:

Amendments begin on page 2 of this paper.

Remarks begin on page 9 of this paper.